

	Policy MM HR 511
VOLUNTEER MANAGEMENT POLICY AND PROCEDURES	

1. Purpose

This policy commits Marymead to establishing an effective system for managing volunteers, and is intended to ensure that volunteers working for Marymead are provided with satisfying work within a supported environment.

2. Policy Statement

Marymead acknowledges the contribution volunteers make to the organisation and aims to provide significant and fulfilling volunteer opportunities. Marymead is committed to ensuring that volunteer rights are maintained and implemented within the organisation and its programs, and will abide by the Model Code of Practice for Organisations involving Volunteer Staff.¹ Marymead will provide volunteers with structured, supervised and safe working environments. All volunteers will be engaged and managed within the policy and practices of the organisation as well as the guidelines and parameters of specific Marymead programs.

The interests of both paid and volunteer staff will be monitored in an effort to ensure volunteers receive satisfaction from their efforts; to avoid inappropriate transfer of duties; and to ensure the involvement of volunteers will not constitute a threat to the job security or work satisfaction of paid staff. Volunteers will not fill a position previously held by a paid worker. Volunteers will not do the work of paid staff during industrial disputes, except by agreement between all parties involved in the dispute and their representatives, and volunteers.

2.1 Aim of volunteer involvement

Marymead encourages the participation of volunteers in order to:

- add community perspective and increase community awareness and involvement;
- enhance the knowledge and skills of volunteers and provide opportunities to develop skills and an interest in a professional area; and
- provide, enhance and extend services.

¹ Volunteering Australia, 2005, *Model Code of Practice for Organisations Involving Volunteer Staff*, Volunteering Australia <www.volunteeringaustralia.org>

2.2 Areas of volunteering at Marymead

Volunteer involvement at Marymead can occur in a variety of programs and areas of service provision. There are two main categories of volunteers at Marymead:

- Event/fundraising/facilities volunteer: Volunteers who do not have unsupervised contact with clients, such as sorting out the toy room, gardening tasks, and supporting fundraising events.
- Program Volunteers: volunteers who work in a specific volunteer program where the recruitment and induction of volunteers is a key element of the work of the program (this includes foster carers, and Kids' Companions) OR volunteers who carry out regular work in another Marymead program.

2.2.1 Auxiliary

The Marymead Auxiliary is managed independently of Marymead, and all member recruitment and support is managed by the Auxiliary. This volunteer policy does not apply to Auxiliary members.

2.2.2 Foster Care

As foster carers are volunteers, the Foster Care Program operates in line with the broad policy commitments in this policy statement.

Foster Care is, however, a complex volunteering role at Marymead. Carers live with their volunteering role 24 hours a day within their home environment. There is no separation of their volunteering role and their personal life. As a result a high level of scrutiny and expectation is placed on foster carers as they are recruited and supported as volunteers, and during foster care placements a range of complex issues can arise.

This means the Foster Care Program requires a range of specific procedures including in relation to:

- selection, assessment and screening;
- required training;
- subsidies provided;
- the carer providing a safe and appropriate environment for children placed; and
- ongoing carer support and assessment.

When there are concerns about the ongoing suitability of a foster carer, then departmental/agency agreed policy will apply.

For further information see the Foster Care Procedures Manual.

2.3 Volunteer rights and responsibilities

The rights of Marymead volunteers are determined by legislation and by Marymead's values and ethical commitments as an organisation that involves volunteers. See Marymead **Volunteer Rights and Responsibilities MM HR 5101**.

Marymead will treat volunteer staff as valuable team members and volunteers will be acknowledged for their contribution. Volunteers have a right to be given accurate and truthful information about the organisation, its programs and the service they are

contributing to. This includes access to a copy of Marymead's Volunteer Policy, and any other policy that affects their work and assists orientation to the organisation.

Volunteers are expected to behave in a manner that reflects Marymead's values. Volunteers will be expected to make realistic commitments, in terms of both time and areas of involvement, and the organisation will expect these commitments to be filled.

3. Roles in Volunteer Management

3.1 Human Resources Role

Human Resources will:

- ensure correct processing and record keeping of program volunteers; and
- store volunteer records centrally.

3.2 Program Role

Programs involving, or wishing to involve volunteers will:

- develop program volunteer roles that are relevant to program
- oversee the day to day management of volunteers; and
- ensure that all volunteer recruitment is compliant with organisational policy.

4. Volunteer Recruitment

4.1 Policy

Volunteer recruitment is up to each program, according to program needs, and volunteers will be engaged at the discretion of the Program Manager. Volunteer recruitment and selection will be based on a clear match between job/organisational requirements and volunteer attributes and interests.

Volunteers will be given a clear understanding of organisational expectations and their entitlements before they begin work or change roles. A volunteer is entitled to a role description, and to negotiate agreed working hours. A Volunteer Agreement will be negotiated and signed by both parties.

4.2 Procedures

4.2.1 Promotion

Each program will manage the process of advertising and attracting volunteers, and may seek assistance from the Marketing Team.

4.2.2 Application

Potential volunteers are required to complete a Volunteer Application. This may be the **Marymead Volunteer Application MM HR 5102** or a Volunteer Application for a specific Marymead program.

The application will include the names of two referees. The referees should be people with whom the volunteer has had recent contact and could be a current or past employer, teacher, neighbour or family friend, but not a relative.

4.2.3 Selection and screening

A role description will be developed for each volunteer role using the **Volunteer Role Description Template MM HR 5103**. Role descriptions will be developed by Program Managers and should be short and concise and include the following:

- a description of the volunteer role;
- any background information relevant to the program or role;
- a list of basic tasks involved;
- desirable skills required to carry out the role;
- supervisors name;
- duration of the position and time commitment; and
- information about orientation and review.

A role description may relate to an ongoing established volunteer role, or be newly developed in response to volunteer interest or program/organisational need.

Once interest in a specific program/role is established, the volunteer is provided with a Volunteer Role Description. This is noted on the Volunteer's application.

All potential volunteers will participate in an interview to check suitability, skills and interest in the volunteer role, as well as the time they are able to offer. See **Sample Interview Questions for Volunteers MM HR 5104**.

All volunteers are subject to the further screening, approval and probationary procedures set out below.

- Two referees will be followed up using the **Referee Check for Volunteers MM HR 5105**, or a specifically developed program check.
- Volunteers who are likely to have contact with vulnerable members of the community (including children), or are required to handle money will undergo a police check. This will be at Marymead's cost.
- There may be further checks required (for example, CHYPS checks, Working With Children in NSW checks), depending on specific programs.
- The ACT Working with Vulnerable People Check will be implemented as required by the ACT Government.

The above process will be checked off on the volunteer's application. Based on the information gathered, the application will be supported or the applicant will be deemed unsuitable.

4.2.4 Unsuitable Volunteers

A volunteer may be deemed unsuitable for the role by the Program Manager:

- based on information arising from policy and other checks;
- if there are concerns about meeting organisational values;
- if there are safety concerns;
- it is deemed that they not competent to fulfil the role; or
- if there is not a match of skills, commitment and time available.

Reasons and related facts will be recorded on the volunteer's application form, and be kept by HR for a period of one month.

4.2.5 Commencement

A Volunteer Pack will be sent to the volunteer including:

- Volunteer Agreement and Draft Role Description;
- Marymead Volunteer Rights and Responsibilities;
- Marymead Code of Ethics;
- **Volunteer Confidentiality Agreement MM HR 5106** (for all volunteers who come in contact with clients or client documentation);
- **Volunteer Details Form MM HR 5107**: and
- **Volunteer Use of Own Vehicle Form MM HR 5108** (if applicable).

The Volunteer Agreement will be prepared using the **Volunteer Agreement Template MM HR 5109**. The Role Description, in particular the duration of the position and time commitment, will be negotiated and agreed with the volunteer, and attached to the Volunteer Agreement. This will be signed off by the relevant Program Manager.

The volunteer is able to commence training and induction when the above paperwork has been signed and received.

Work in the program can commence once initial training is complete and the appropriate checks detailed above have been completed.

The volunteer will be asked to provide a copy of their drivers licence or a passport and visa if applicable, and a first aid certificate if required.

These processes will be checked off on the volunteer's application.

Copies of all volunteer agreements and forms will be filed in a volunteer file. See further details about file management below.

5. Volunteer Induction, Training and Support

5.1 Policy

Paid staff supervising volunteers will be allowed sufficient time and given proper recognition as well as training to enable them to adequately support and supervise volunteers.

The Program Manager will be responsible for overseeing training, support and supervision of volunteers within their program area. Within each program, clear lines of accountability are to be set out, regarding management, support and supervision of volunteers associated with that program.

Appropriate orientation and initial training in line with job requirements will be provided to volunteers. Volunteers will have access to ongoing supervision to assist with work

performance and professional development. Volunteers will also be provided with adequate ongoing training, where necessary, to ensure they are in the position to fulfil the tasks involved.

Volunteers will be treated like paid staff with regard to expectations of professional conduct. Volunteers are expected to follow the same guidelines of accountability as paid workers. Any dissatisfaction with performance levels of volunteers will be considered in the context of the workplace environment, and dealt with as it occurs by the Program Manager of the relevant program. A change in role, or withdrawal of the offer of voluntary work, will be considered only after the volunteer has been consulted and provided with an opportunity to improve performance to the required level.

5.2 Procedures

5.2.1 Induction

During their induction, volunteers will be given information regarding the following:

- the organisation, and the specific program they will be working in;
- confidentiality policy regarding client information;
- complaints procedures/disciplinary policies;
- reimbursement of expenses;
- access to policies and procedures; and
- any other information relevant to their volunteering role.

There will also be an opportunity to clarify and discuss:

- their role and duties, including reviewing the Role Description;
- who they are accountable to and management support;
- the timing and frequency of supervision meetings; and
- their volunteer rights and responsibilities, and the **Marymead Code of Ethics**.

All volunteers will be given a copy of the Volunteer Management Policy.

Each program will develop an induction checklist based on the above to be signed by both parties.

5.2.3 Ongoing supervision and review

All volunteers will receive ongoing supervision with the Program Manager or Volunteer Supervisor.

Volunteers will also participate in a **Volunteer Annual Evaluation and Appraisal MM HR 5110**. The annual appraisal is an opportunity to:

- review the performance of the volunteer;
- discuss strengths and growth areas;
- seek suggestions from the volunteer on means of enhancing their relationship with the organisation;
- convey appreciation to the volunteer; and
- ascertain the continued interest of the volunteer in serving in that position.

The Role Description and the Annual Review Form will be used as the basis for this evaluation.

5.2.4 Complaints and Disciplinary Issues

Marymead will provide all volunteers with information on the complaints and disciplinary policies and procedures during their induction, as stated above in 4.2.1.

Volunteers are encouraged to raise their concerns or grievances in the first instance with their supervisor. Any formal grievance will be addressed in the manner outlined in the **Complaints Policy and Procedure**.

A volunteer can be released at the discretion of the overseeing manager in the case where they are not satisfied with the conduct or work standard of a volunteer, or there is a failure to adhere to the Code of Ethics, or volunteer responsibilities. In the case where a volunteer is released, managers are required to inform the relevant Director of the decision and the issues involved.

6. Privacy and Records Management

6.1 Policy

All volunteer information will be managed in line with Marymead records management policies. Personal records and information relating to individual volunteers will be confidential in accordance with the principles of relevant privacy legislation.

6.2 Procedures

All volunteer recruitment records will be provided to Human Resources. Human Resources will ensure the records are complete and set up a file. These files are to be stored under the responsibility of Human Resources.

A standard file will contain:

- the Volunteer Application;
- record of interview;
- referee checks;
- copies of any required checks;
- a signed Confidentiality Agreement;
- signed Volunteer Agreement and Role Description;
- a Volunteer Details Form;
- Volunteer Use form Own Vehicle Form (if applicable) and copies of car registration, car insurance and drivers licence; and
- A completed Induction Form.

7. Insurance and Work Safety

7.1 Policy

Volunteers have the right to work in a healthy and safe environment and to be engaged in accordance with equal opportunity and anti-discrimination legislation. Consequently, all legislation relevant to issues of health and safety, industrial matters and equal opportunity will be observed for volunteers as it is for paid workers.

Marymead will hold relevant insurances to ensure volunteers are covered for the activities they do on Marymead's behalf.

Risk management procedures will cover all volunteers.

8. Volunteer use of own vehicle

8.1 Policy

Marymead volunteers are not able to access Marymead vehicles as they are not covered by the appropriate insurances.

Some volunteer positions may require the use of the volunteer's own vehicle. All volunteers using their own vehicle will be required to provide copies of

- vehicle registration papers;
- a full drivers license; and
- proof of a minimum of Third Party Property Damage Insurance.

Marymead will not take responsibility for any costs incurred where a vehicle is not covered by Third Party Property Damage Insurance.

Updated copies of the above documentation are to be provided by the program to HR annually.

9. Reimbursement of Costs

9.1 Policy

All volunteers shall be reimbursed for approved expenditure incurred as part of their volunteer role. Volunteers use the Volunteers Reimbursement Form, with receipts attached, to claim expenses. Approved expenditure can include:

- postage, phone calls, stationery;
- reimbursement for costs incurred from traveling whilst undertaking volunteer activities; and
- other expenses arising from volunteer activities, such as parking fees.

Marymead is not in a position to reimburse all car travel associated with a volunteers' journey from their home to work.

9.2 Procedure

Volunteers can claim costs using the **Volunteer Reimbursement Form MM HR 5111**, to be signed off by the Program Manager.

10. Absenteeism

Volunteers are expected to perform their duties at regular scheduled times, unless their assignment was negotiated to volunteer as required. If expecting to be absent from a scheduled commitment, volunteers must inform their staff supervisor as far in advance as possible so that alternative arrangements can be made. If there is ongoing absenteeism then a review of the volunteer's work assignment will be conducted.

11. Resignation

11.1 Policy

Volunteers may resign from their volunteer service with Marymead at any time. It is requested that volunteers who intend to resign provide advance notice.

11.2 Procedures

The Program Manager is required to advise HR of a volunteer resignation, and this will be noted in their file.

When a volunteer ceases their work with Marymead, they will follow the same exit process as staff, including the opportunity of an exit interview with the Program Manager or HR (See **Volunteer Exit Interview Form MM HR 5112**).

All documentation associated with the volunteer role, keys and other Marymead equipment are to be returned. At the time of leaving, volunteers will be reminded to keep client information confidential.

12. Individual Program Procedures

12.1 Policy

Depending on the program (for example, Marymead Foster Care and Marymead Kids' Companions) further information, training, supervision and recruitment parameters may be required – see specific program procedures for details.

13. Definitions

The following definitions apply to this policy:

Volunteering: work which is of benefit to the community, done of one's own free will and done without monetary reward.

14. References

14.1 Related Policy

The engagement of volunteers is managed similarly to the employment of staff, and as such volunteer conduct and rights are determined in the range of Marymead Occupation Health and Safety and Human Resources Policy.

14.2 Related organisational documents and templates

Volunteer Rights and Responsibilities MM HR 5101
 Marymead Volunteer Application MM HR 5102
 Volunteer Role Description Template MM HR 5103
 Sample Interview Questions for Volunteers MM HR 5104
 Referee Check for Volunteers MM HR 5105
 Volunteer Agreement Template MM HR 5109
 Marymead Code of Ethics
 Volunteer Confidentiality Agreement MM HR 5106
 Volunteer Details Form MM HR 5107
 Volunteer Use of Own Vehicle Form MM HR 5108
 Volunteer Annual Evaluation and Appraisal MM HR 5110
 Volunteer Reimbursement Form MM HR 5111
 Volunteer Exit Interview Form MM HR 5112

14.3 Legislation

ACT Work Safety Act 2011 – under this act the definition of a worker includes volunteers. Therefore volunteers are entitled to the same work safety conditions as paid workers.
 Commonwealth Age Discrimination Act 2004
 Commonwealth Human Rights Commission Act 1986
 Commonwealth Disability Discrimination Act 1992
 Commonwealth Racial Discrimination Act 1975
 Sex Discrimination Act 1984
 ACT Children and Young Persons Act 2008

14.4 Standards

Raising the Standards, ACT Government, 3.4.6 Management of Volunteers.
 Out of Home Care Standards, ACT Government, 10.10 Student Placement and Volunteer Management.
 Common Community Care Standards, Australian Government, EO 1.7 Human Resource Management.

Marymead aims to be consistent with National Standards for Best Practice in the Management of Volunteers, developed by Volunteering Australia.

15. Document Control Details

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